

Complaints and Appeals Policy and Procedure

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Implementation & Review:	Danny Follett, VP Finance & Operations
Related Documents:	

Any questions or concerns with this Policy and Procedure document should be referred to the first-line supervisor. If questions are not resolved, follow the organizational chart.

1.0 Purpose

The purpose of this policy and procedure document is to ensure all end-users have an opportunity to submit complaints and/or appeals and to receive a timely response.

2.0 Scope

The policy and procedure applies to all cases of complaints or appeals and is available to all end-users utilizing products and services under AboveTraining Inc. and its divisions.

3.0 Definitions

For purposes of this policy the following definitions are provided:

- *Appeal, n*—request for reconsideration of adverse decision.
 - *Examples:* failed the test twice, test wasn't clear, test scoring key was incorrect, etc.
- *Complaint, n*—request for corrective action relating to the activities of the complainant as it directly relates to AboveTraining Inc.
 - *Examples:* Certificate information error, computer died and was kicked out of course/test, charged twice, course isn't playing properly.
- *Complainant, n*—the person lodging the complaint or appeal.
- *Proctor, n*—an individual approved by StateFoodSafety.com to oversee examination proceedings of the Certified Food Protection Manager (CFPM) Exam.

4.0 Policy

1. AboveTraining Inc. will encourage all complaints to be resolved informally between the complainant and AboveTraining Inc.
 - a. Complaints regarding the CFPM Exam that arise during an exam session must be submitted to the proctor.

- i. Complaints must be submitted to the proctor either before the exam commencement or after the exam has ended for all examinees, and not in any way that may distract or disrupt the exam session for other examinees.
2. Formal Complaints must be emailed to complaintsandappeals@statefoodsafety.com
3. Person receiving formal complaint notifies the person designated for implementation & review of this policy who will work with employees to address the complaint.
4. Resolving the matter will be considered a priority by AboveTraining Inc., and appropriate resources will be committed to resolve the formal complaint or formal appeal as soon as possible. AboveTraining will report the resolution of formal complaints and appeals to the end-user within thirty (30) working days of the complaint or appeal's submission.
5. The internal formal process will be at no cost to the complainant.
6. AboveTraining Inc. will ensure the matter is handled in confidentiality.
7. A written statement of outcome when determined will be provide to the complainant.
8. The complainant's current state will be upheld during the formal process of complaint or appeal.

5.0 Procedure

5.1 Informal Process

1. Complainants are encouraged to resolve complaints informally in the first instance.
2. Any staff member can assist in resolving informal complaints.
 - a. Proctors can assist in resolving most informal complaints regarding the CFPM Exam that may arise during an exam session.
3. If the matter is resolved informally, there is no need for official records to be kept, other than an entry in the electronic customer support log.
4. If the issue is not resolved, the complainant should proceed with a written formal complaint or appeal.

5.3 Review of formal Complaints and Appeals

1. Formal Complaints and Appeals are reviewed by senior management.
 - a. Reports contain frequency of complaints and appeals, decisions concerning them, and solutions to prevent repetitive complaints or appeals.

5.4 Review of informal complaints

1. Informal complaints are reviewed frequently as a matter of operation by customer support leads and the supervisor of the customer support team.

2. Senior management will review informal complaints monthly for the purpose of improving learner experience.

6.0 Audit Frequency

This policy and procedure document will be audited yearly.

7.0 Revision History

4/14/2016 – Updated for CPM Exam.

8/23/2017 – Updated to include review of informal complaints.

5/17/2018 – Update email address, minor grammatical changes

2/22/2019 – Removed redundancy in process descriptions, identified the person with authority as the person designated for implementation & review of this policy, removed informal escalation in favor of formal complaints/appeals.